

# Highways and Transport Complaints Report

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Quarter 4;  
2020/2021

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May 2021

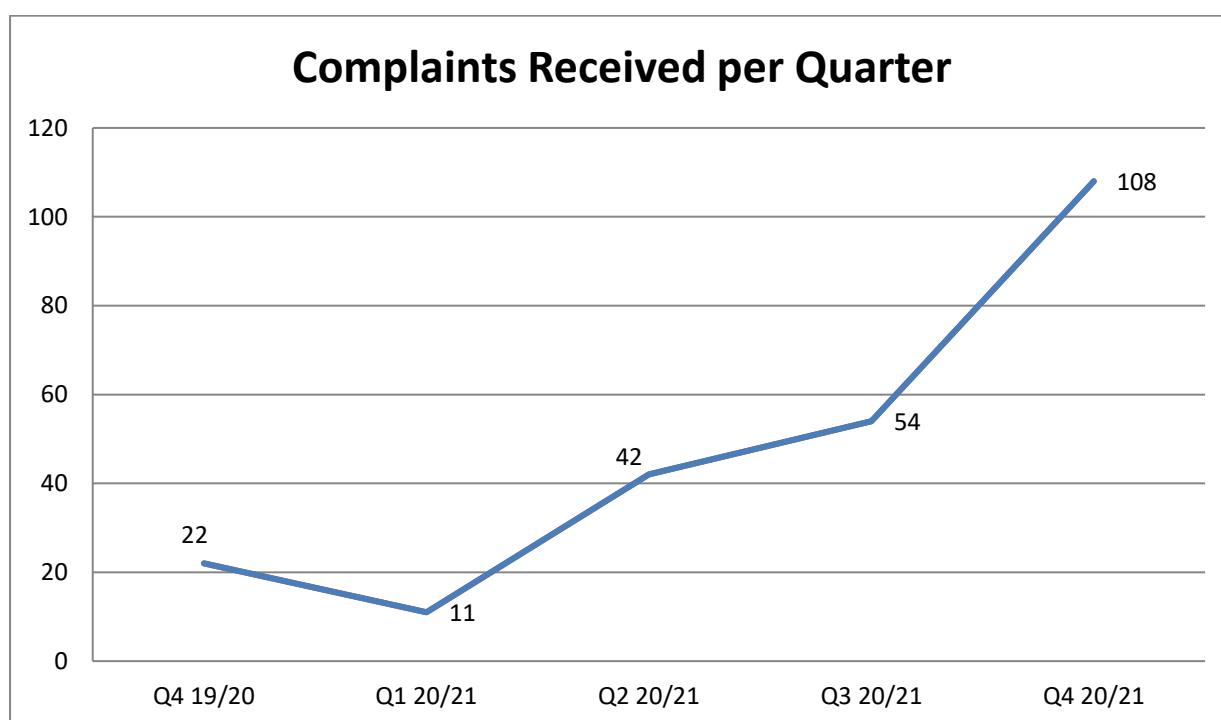
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## **Introduction**

The following report is a summary of findings from the complaints raised in the 4th quarter of 2020/2021 for Highways and Transport. Details on any common themes within complaints and overall figures for numbers received and outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

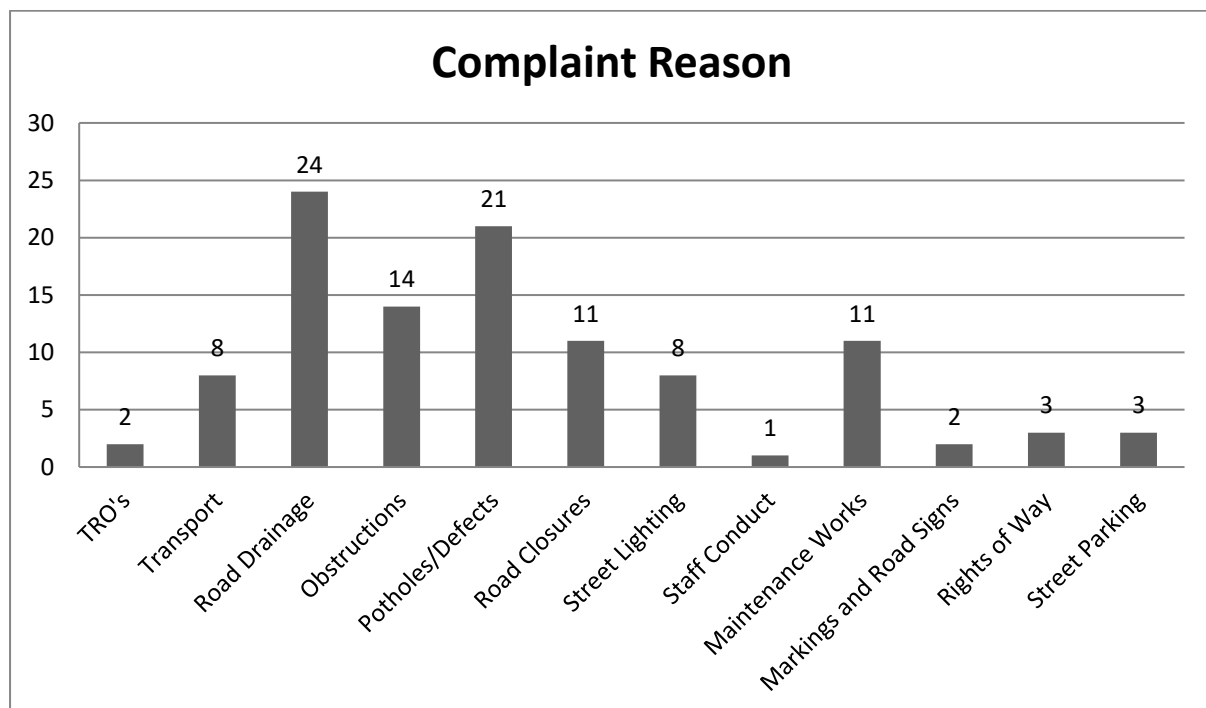
## **Q4 Overview**

Highways and Transport received 173 contacts in the fourth quarter of 2020/2021, from individuals wishing to complain about various services. Out of these 173 contacts 108 entered the formal complaints process; the remaining 65 were resolved outside of this process in Early Resolution. This equates to 38% of all contacts received. The number of complaints entering the formal process has doubled in comparison to the previous quarter. Evidence from communications received suggests that there is a direct link between Covid-19 related national lockdowns and the general increase seen in communications being received, raising concerns around services delivered. Several comments, feedback and social media posts, which can be evidenced, were made by members of the public indicating that they were using time now available to them, as a result of the pandemic, to complain to the council. Outcomes of complaints show that there is no significant increase in areas where fault was found only that the numbers being received increased.

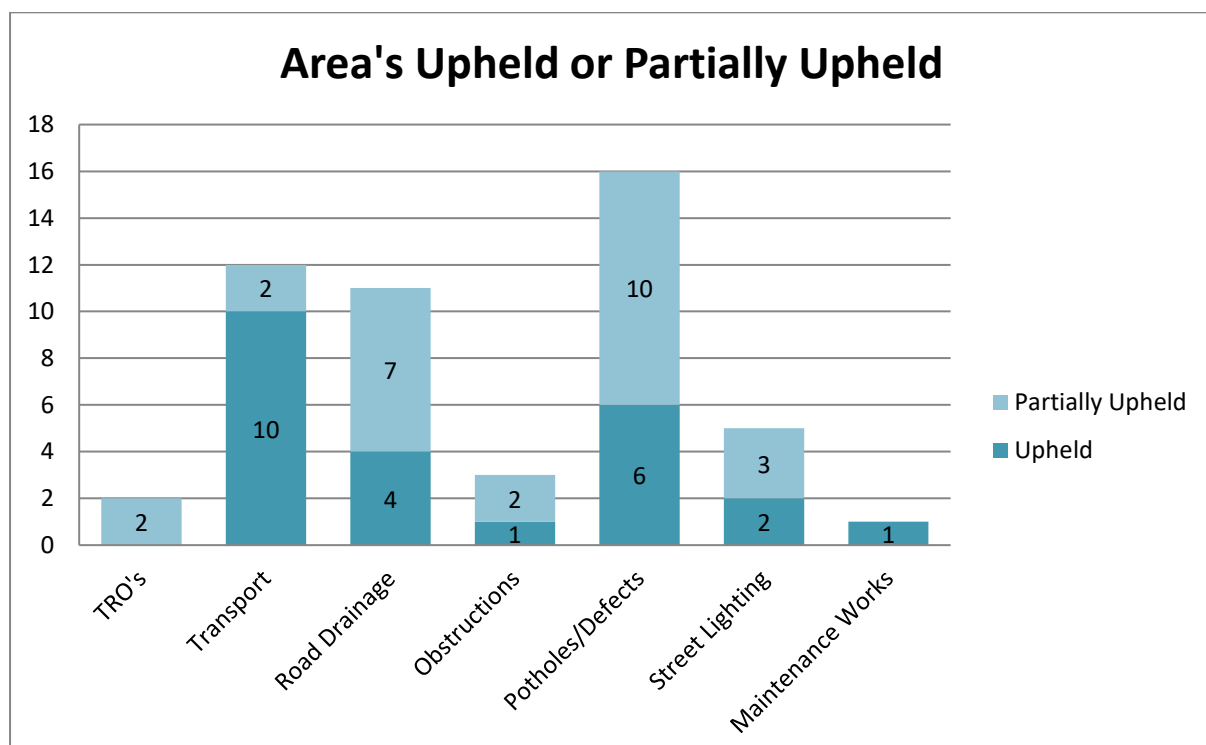


The 4th quarter saw no complaints escalated to the second stage of the complaints process. Given the large increase in the number of contacts received and the number of cases entering the formal process, no escalations to the next stage continues to reflect the success of the strategy in place in dealing with complaints and early resolutions.

Complaints raised were in relation to the following areas;



With a large increase in the number of complaints raised there has also been an increase in the number of complaints being partially or fully upheld. The positive in this is that it has allowed the service to effectively respond to concerns and rectify any issues. This can be observed in the lack of any cases being escalated to the next stage of the complaints process. The following shows the areas in which complaints were either fully or partially upheld.

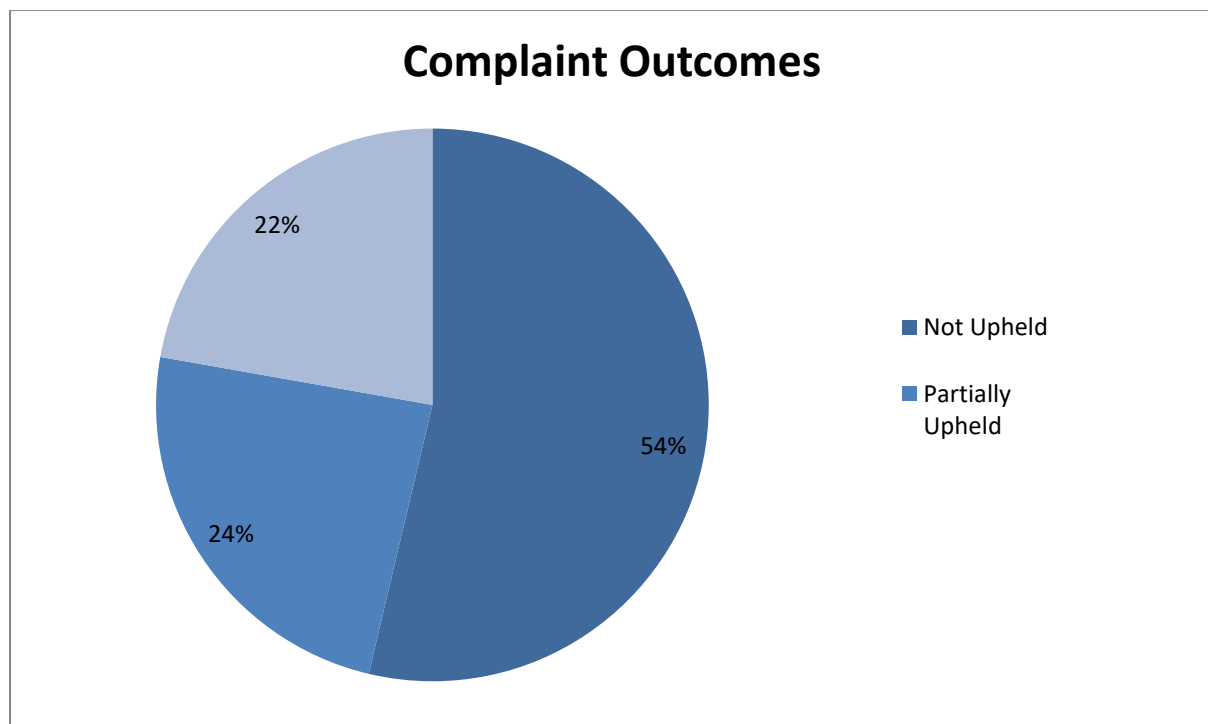


In transport the 10 complaints where fault was found were all in relation to the same contracted transport provider and delays in the service. This is being managed through spot checks and tracking and feedback shows that there has been an improvement with this provider and the service being delivered.

14 of the 16 complaints where fault was found in relation to potholes/defects were as a result of resource being redirected to higher priority emergency situations in the county and have since the completion of the complaints process been addressed – as shown in a lack of any escalation of the complaint.

Similarly those in relation to drainage are due to certain areas not being prioritised over others – again these issues have since been resolved, evidenced by a lack of escalation to the next stage of the complaints process.

The following shows an overall breakdown of the outcomes of complaints. Whilst the numbers of concerns being reported are significantly higher, the percentage breakdown of outcomes in comparison to previous quarters is not significantly changed.



### **Summary**

Over the course of the 4<sup>th</sup> quarter it has become apparent that the national lockdowns imposed due to the pandemic have had a significant impact on the sheer volumes of complaints being received in all areas. As mentioned earlier in this report, and referenced in the annual report presented to the Audit Committee, evidence is available of comments from members of the public on social media sites as to why the numbers have increased so significantly. This increase should be viewed positively as it allows the council to address

concerns and rectify any issues. These issues have clearly been addressed by this service given that not one of 108 complaints was escalated to the next stage.

In addition it is positive to note that this area has worked hard to maintain the large percentages it achieves in resolving cases informally, and teams should be commended for their work. As the county has also suffered from adverse weather conditions, resources have had to be diverted to more urgent areas, this inevitably has had an impact on some of the numbers that we are seeing. Whilst we continue to monitor the increase in contacts being received it is predicted that there will be a decline when we see easing of restrictions in the coming weeks.

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